

State of Delaware



**Conferencing Users
Guide**

Skype

CONFERENCING USERS GUIDE - SKYPE

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Conference Calling at a Glance

The State of Delaware's preferred conferencing tool is "Skype for Business".

The **DTI Conferencing Calling** feature is an online Microsoft meeting space hosted by the State of Delaware. This feature allows you to communicate with your colleagues using telephone conferencing over a State of Delaware communication network.

Joining a Conference Call

If you are invited to a conference call through Outlook, you will need the following information to dial in:

- Dial-In number for the Conferencing Center **(302) 526-5475**.
- Conference ID

Leading a Conference Call

To join as a Conference Leader, you will need:

- Dial In number for the Conferencing Center (302) 526-5475.
- Conference ID
- Your Personal Identification Number (PIN)

NOTE: If the Conference Leader identified presenters while setting up the Skype Meeting, the identified presenter(s) may open the meeting for the leader by entering their own 10 digit telephone number followed by the # sign when prompted.

Detailed Conference Calling Instructions

Joining a conference call

When you receive an e-mail invitation to participate in a conference call, the invitation will look like the below image. To participate in the conference call, you will need the Skype Meeting phone number, conference ID and passcode, if required.

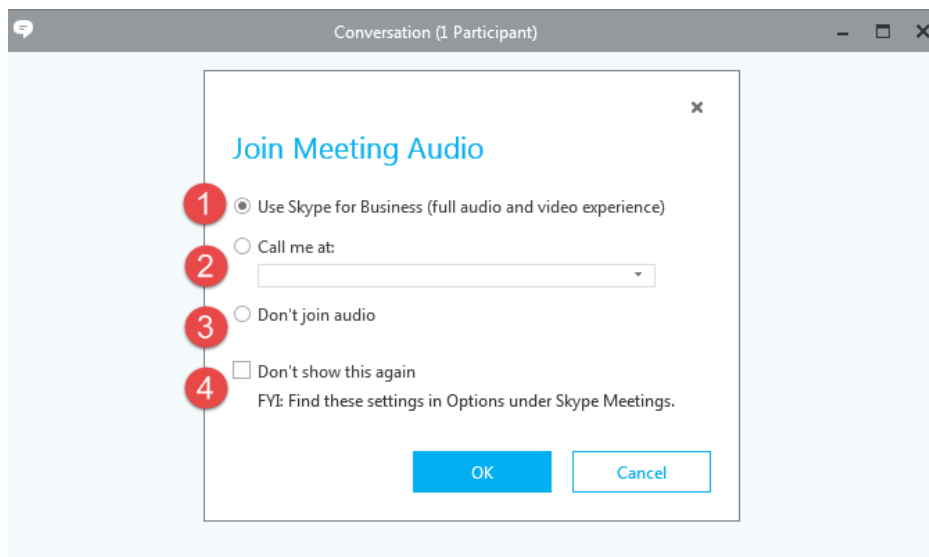
The screenshot shows a Microsoft Outlook calendar invitation for a Skype Meeting. The invitation includes fields for To, Subject, Location, Start time, and End time. Below these fields are three links: "Join Skype Meeting", "Join by phone", and "Find a local number". Callouts point to these links with instructions: "To join the Skype Meeting from your calendar invitation click on 'Join Skype Meeting'", "To join the Skype Meeting from your phone dial the number provided in the invitation.", and "Click on the link to 'Find a local number'".



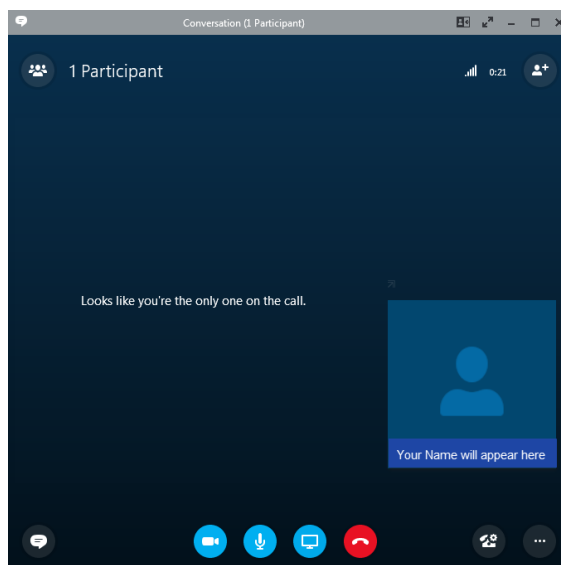
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Join Skype Meeting

Selecting “Join Skype Meeting” launches a new dialogue box in which 4 options are available.



1. “Use Skype for Business” will allow you to directly connect through your computer. NOTE: In order to use this mode, you must have microphone, speaker, headphone capability established on your pc.



2. “Call me at:” will allow you to provide a phone number for the leader to call you.

Edit Phone Number

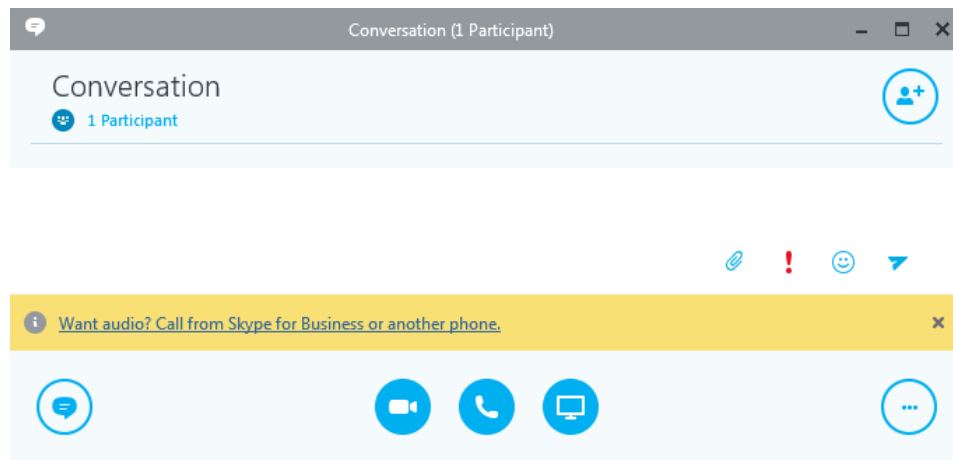
Type the number

FYI: If you're making an international call, you'll want to include the right country and region codes.
[Get examples](#)

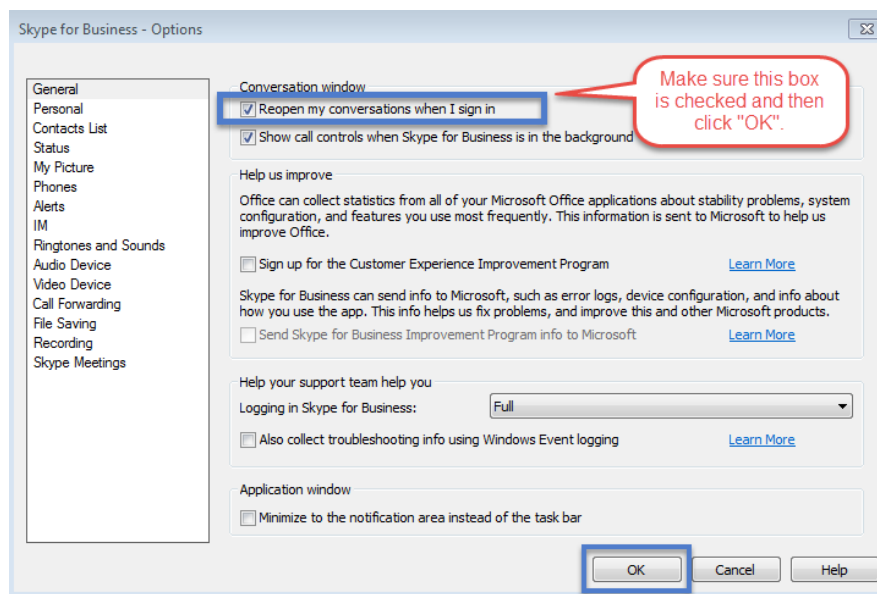
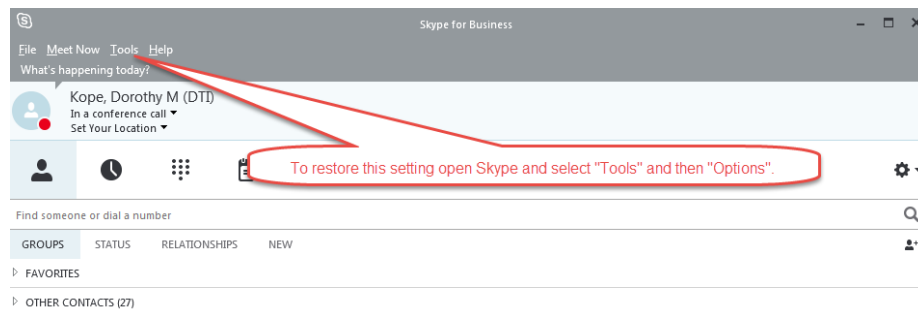
OK Cancel

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3. "Don't join audio" is a good option if you do not have microphone, camera, and/or speakers on your pc. In this case you will see the meeting through the pc and use your phone to call into the audio portion of the meeting. Or you can simply listen through the phone if you do not have a pc available.



4. "Don't show me this again" if checked will prevent the dialogue box from rendering in the future. However, the setting can still be changed in Options under Skype Meetings.



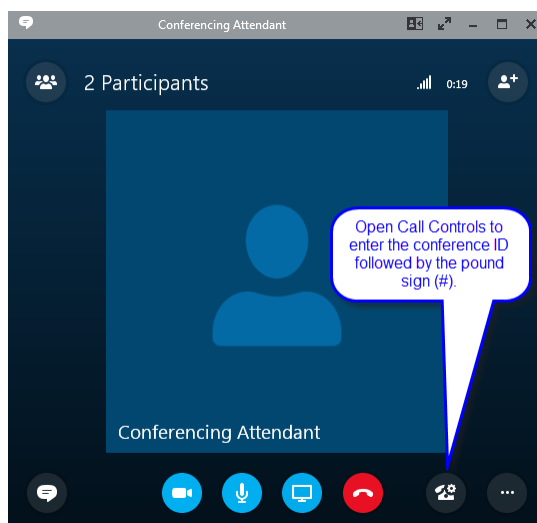
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If the conference call has started, you will be joined in to the conference call. Otherwise, you will be placed on hold until the conference call starts.

If you are a Skype Meeting call leader please see “leading a conference call”.


Join by phone

Selecting “Join by phone” launches the Lync Conference Call and allows you to click to call the number provided in the meeting invitation. The Conferencing Attendant will launch and you will be asked to enter the conference ID.



Find a local number

Selecting “Find a local number” launches the “Skype for Business Server” where you will find information on dial-in conferencing settings and PIN Management.

 Skype for Business Server

Dial-in Conferencing Settings and PIN Management

Personal Identification Number (PIN)

To set your PIN and Conference ID you must first sign in.

[Sign In](#)

Conference Dial-in Numbers

Region	Number	Available Languages
State of Delaware	(302) 526-5475	English (United States)
State of Delaware North	(302) 256-5875	English (United States)

In Conference DTMF Controls

DTMF Feature

- *6 Mute or unmute your microphone
- *4 Toggle audience mute
- *7 Lock or unlock the conference
- *9 Enable or disable announcements for participants entering and exiting the conference
- *3 Privately play the name of each participant in the conference
- *1 Play a description of the available DTMF commands
- *8 Admit all participants currently in the lobby to the conference

The DTMF commands listed above may differ based on the configuration on the Organizer's site. To ensure accuracy, please click on the "Find a local number" link in the invite for your meeting.

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Leading a conference call

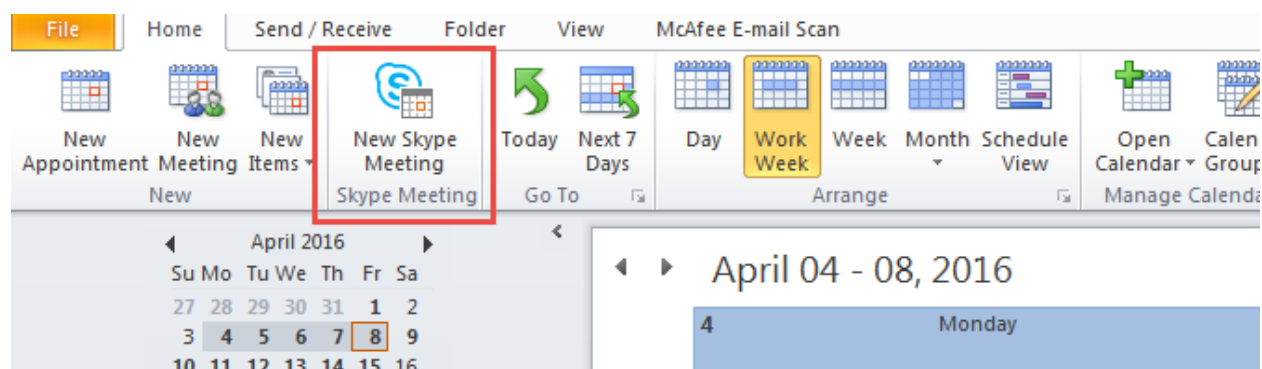
To join a conference call as a leader you will need the Skype Meeting phone number, conference ID, and your PIN*. If presenters have been assigned to the conference call, they may start the conference call by entering their 10 digit phone extension number and the # sign. The participants in the conference call will hear music until a leader joins the conference call.

*If you have not been assigned a PIN, see "updating your PIN" section of this manual.

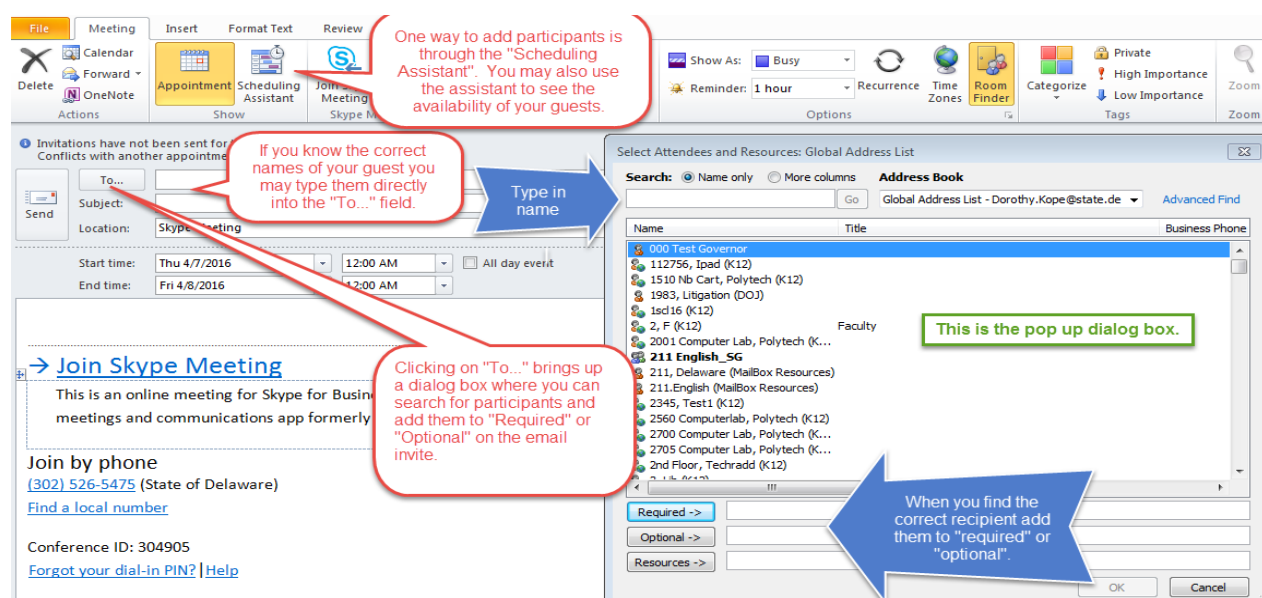
Scheduling a conference call

Before you can schedule a conference you must have Outlook configured for Conferencing settings, See [Install Software](#).

In Outlook Calendar, click **New Skype Meeting**.

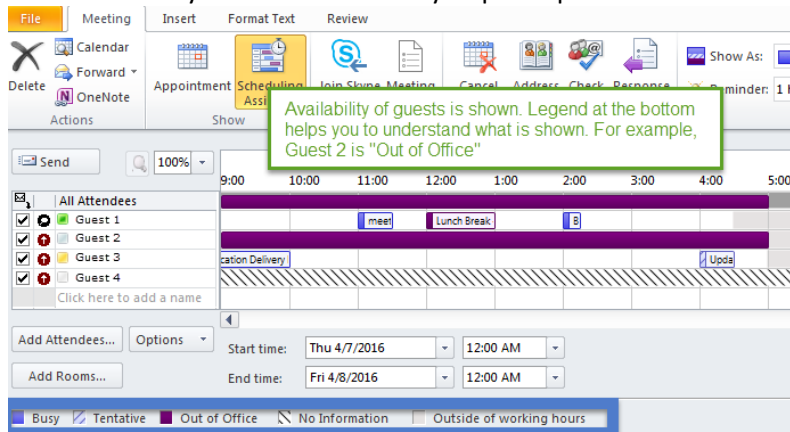


The appointment box will open in a new window. Create your meeting invitation. You can enter the names of attendees several ways as shown below.

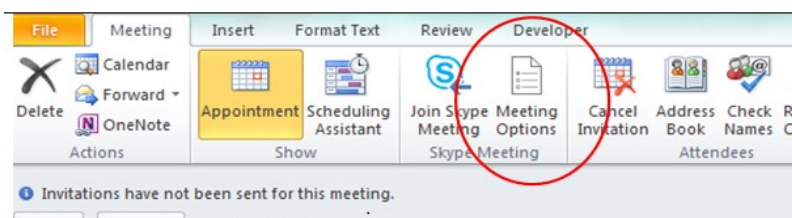


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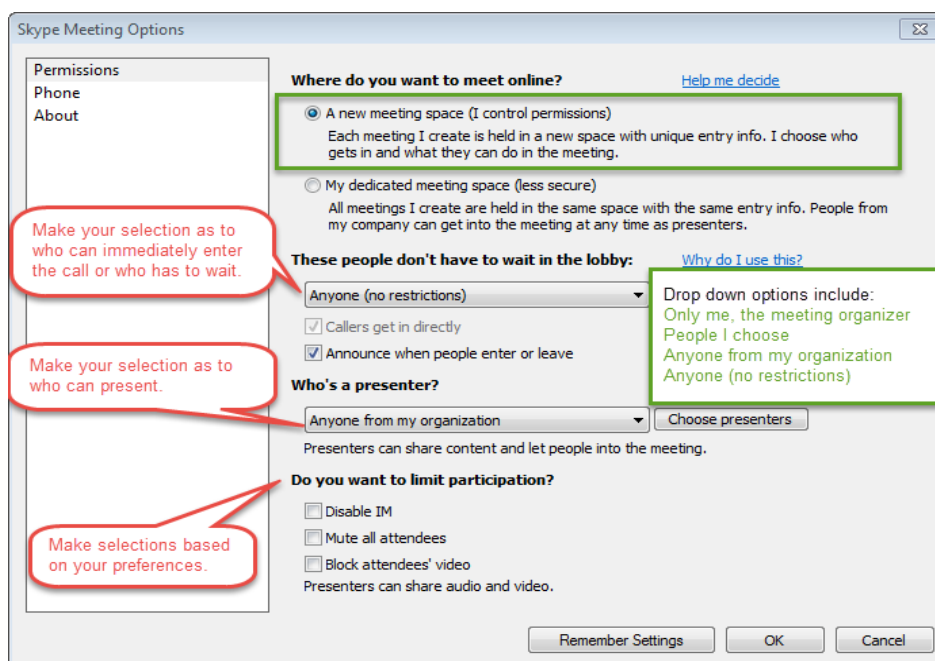
Using Scheduling Assistant allows you to see availability of participants.



If you are scheduling this conference call for someone else, click on **Meeting Options**. This allows you to set preferences for managing who can present and who can automatically join your call.

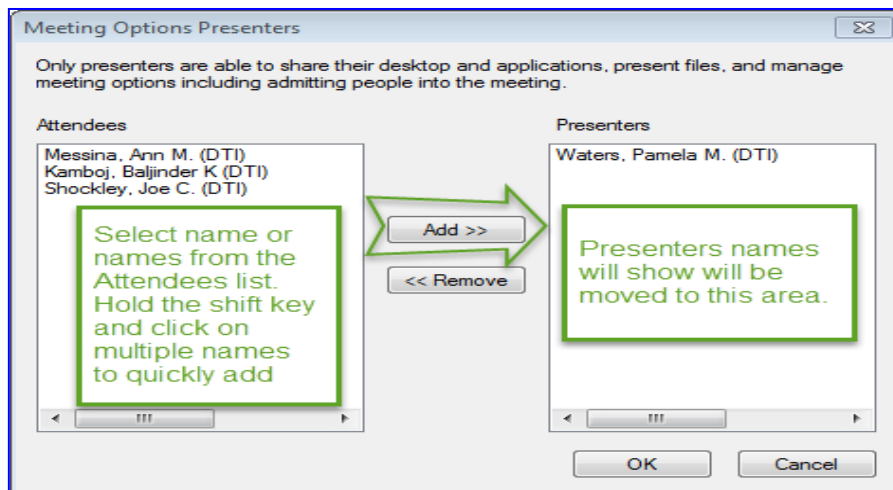


The **Skype Meeting Options** window will open. To configure conferencing to add an alternate leader(s), click **A New Meeting Space (I control Permissions)** and select who can present in the conference call. Presenters can allow people into the meeting.

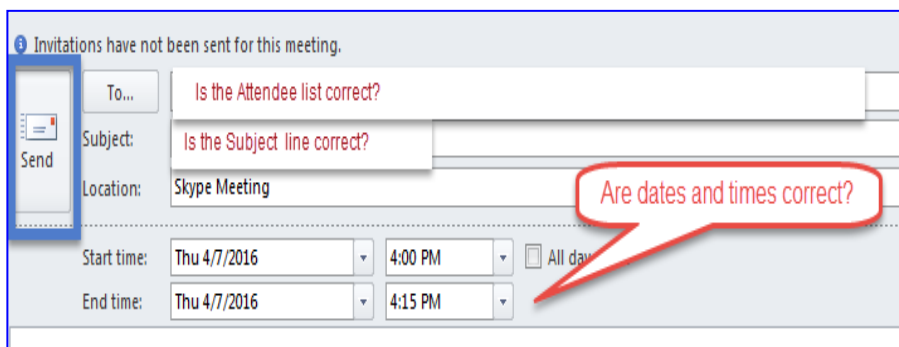


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To designate different leader(s), click **Choose presenters** to the right of the drop down box for “Who’s a presenter?” Select each attendee that you want to be able to lead the meeting to **Add>>** them to the **Presenters** list.



After Presenters have been selected, check that all information is correct, included scheduled **date** and **times**. If the information is correct click **Send**.



Installation of software to schedule conference calls

Install Software

If you are directed to install the Office Dial-In Conferencing client, and you are behind a State firewall, you must have **Administrator** rights on your computer to install the Office Dial-In Conferencing client plug-in. If you do not have **Administrator** rights on your computer, you must contact your agency desktop support group to install the software. If you have Office 2013 or 2016, Lync (Skype) is included with the software package and should already be visible in the Outlook ribbon.

*****Close all running programs, it is especially important to close Microsoft Outlook***.**

Audio Conference calling with Skype requires that a client program be installed on your computer. Copy and paste this address into your browser: [HTTP://software.state.de.us/](http://software.state.de.us/).

Select the file **Skype For Business** from the directory.

9/15/2015	9:40 AM	<dir>	Pulse
3/10/2015	12:43 PM	<dir>	SCCM
3/16/2016	2:23 PM	<dir>	Skype For Business
1/13/2015	11:17 AM	<dir>	StateSeal

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After opening **Skype for Business** select the appropriate software download for your operating system (OS).

software.state.de.us - /Skype For Business/

[\[To Parent Directory\]](#)

1/13/2015 11:16 AM	<dir>	MAC
10/8/2015 2:19 PM	<dir>	Skype for Business Client Quickstart Guides
2/10/2016 2:28 PM	<dir>	SkypeWebAddin
1/7/2016 5:49 PM	<dir>	Videos
3/16/2016 2:23 PM	<dir>	Windows

Once you have opened the appropriate software for you OS, you will need to make a selection based on additional details of your OS. For example, Windows user may select the software for either a 32 or 64 Bit machine.

software.state.de.us - /Skype For Business/Windows/

[\[To Parent Directory\]](#)

11/4/2015 10:35 AM	29	Skype for Business Software Key.txt
10/8/2015 1:57 PM	540317696	SW DVDs Skype for Business 2016 64Bit English MLF X20-42352.ISO
10/8/2015 1:56 PM	465598464	SW DVDs Skype for Business 2016 W32 English MLF X20-41250.ISO

In this example the **SW DVDs Skype for Business 2016 W32 English MLF X20-41250.ISO** has been selected.

Do you want to open or save **SW_DVDS_Skype_for_Business_2016_W32_English_MLF_X20-41250.ISO** (444 MB) from **software.state.de.us**?

Open Save Cancel

The Skype Conference Call client will be installed on your machine.

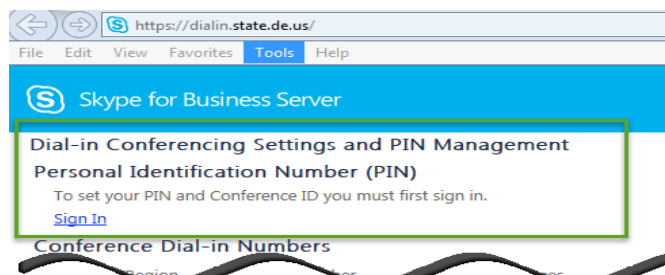
*****Be sure to close all running programs. It is especially important to close Microsoft Outlook*****

Personal Identification Number (PIN)

Select or Update your PIN

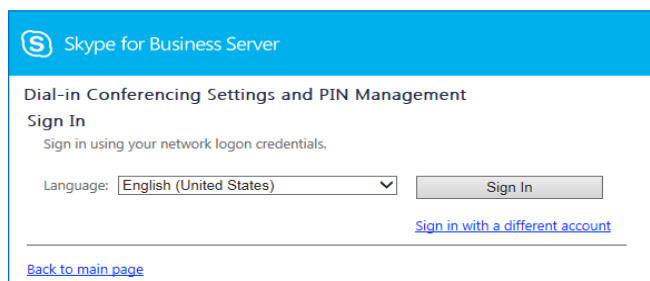
To join a conference call as Leader or Presenter you must use your **Personal Identification Number (PIN)**. A PIN is not necessary to join a Skype Meeting.

To access your PIN information go to <https://dialin.state.de.us/>.



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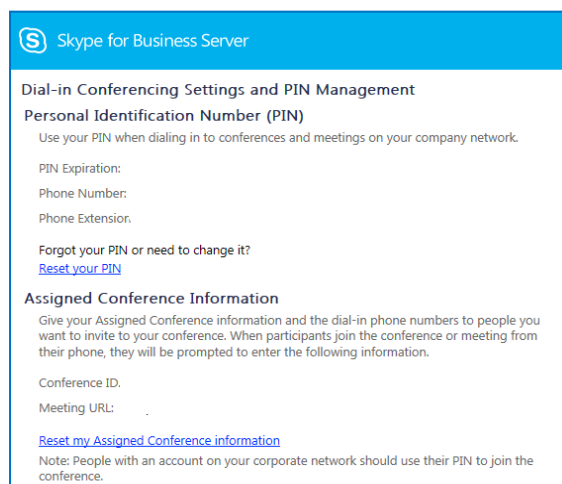
You must “Sign In” to manage these settings. You will sign in using your network logon credentials.



Once signed in you will see information about your PIN including the expiration date, phone number and phone extension.

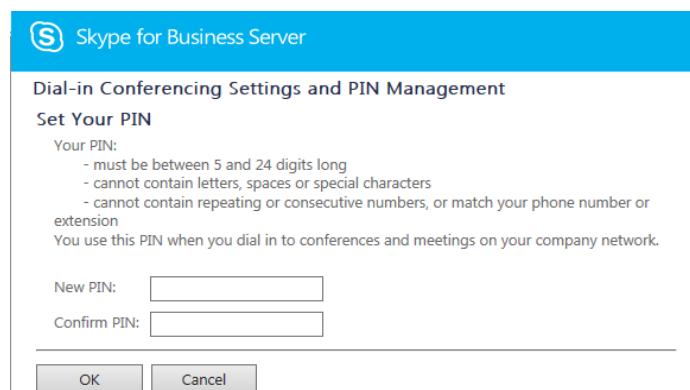
A link is provided to **Reset Your PIN**.

You can also see your Assigned Conference Information and make changes by clicking on **Reset my Assigned Conference** Information as shown in the picture to the right.

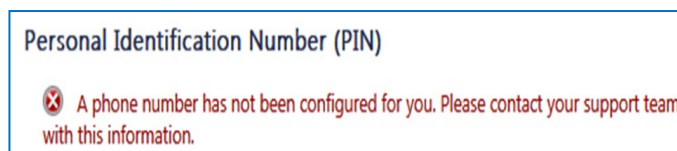


Reset Your Pin brings up the dialog box that allows you to reset your PIN. Instructions on formatting the PIN are provided.

You can also access PIN information directly from a Skype Meeting on your calendar or when you schedule a new Skype meeting by selecting “Forgot your dial-in PIN?” in the body of the meeting invitation. This will take you to <https://dialin.state.de.us/> where you can follow the same instructions as provided above.



If you have not been issued a PIN or require any assistance with resetting your PIN please contact your organizations IT support staff. If your support is provided by DTI please contact the DTI [Service Desk](#) at 739-4DTI (4384).



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Additional Information

If you are signed into the state network you should be able to view the following documentation.

[Quick Start Guides in PDF](#)

[SkypeforBusinessQuickStartGuide-AudioSetupandMakingCalls.pdf](#)

[SkypeforBusinessQuickStartGuide-ContactsPresenceandIM.pdf](#)

[SkypeforBusinessQuickStartGuide-Meetings.pdf](#)

[SkypeforBusinessQuickStartGuide-SharingandCollaboration.pdf](#)

[SkypeforBusinessQuickStartGuide-Video.pdf](#)

[Skype for Business Videos](#)

[Skype for Business Step-by-Step.mp4](#)

[Skype for Business Overview Better Desktop Sharing.mp4](#)

[Skype for Business Overview How to use the Contact List.mp4](#)

[Skype for Business Overview HowToScheduleASkypeMeetingAndVideoInYourMeeting.mp4](#)

[Skype for Business Overview Impromptu Meeting.mp4](#)

[Skype for Business Overview Managing Meeting Participants.mp4](#)

[Skype for Business Overview Office Integration.mp4](#)

[Skype for Business Overview Recording your Meeting.mp4](#)

[Skype for Business Overview Tools for Collaboration.mp4](#)

[Skype for Business Overview Using Presence and Instant Messaging.mp4](#)

[What is New in Skype For Business.mp4](#)

NOTE: These listings are subject to change. Please visit [View all Quick Start Guides](#) for the most current information.

*Please send additions, corrections or suggestions to the attention of the [DTI BPM Program](#)
(DTI_BPM_Program@state.de.us).*

